



FOR PSA MEMBERS: KWAZULU-NATAL DEPARTMENT OF HUMAN SETTLEMENT

08-07-2026

Victory for a PSA Member at KZN Human Settlement

Restoration of job title after years of workplace bullying

A PSA member employed by the Department of Human Settlements in Durban as an EPMDS Practitioner has finally received relief after enduring years of unfair treatment, bullying and emotional distress in the workplace.

For six years, the member was treated differently from her colleagues. Although she was appointed through the legitimate recruitment process and approved by the Head of Department, she was the only EPMDS Practitioner placed on level 7, while the other two practitioners were on level 8. The department refused to provide her with a job description and continued to treat her harshly, despite her lawful appointment.

The prolonged stress and anxiety took a serious toll on her health, and she eventually fell ill. To align her duties with her performance, the department had to outsource a job description from other departments. Matters worsened when the employer implemented an organisational design exercise and her position was changed to HR Clerk Supervisor, with a different scope of duties and performance assessment tool. This was a post she never applied for and one that conflicted with her appointment letter. The change caused further frustration and led to her being admitted to hospital.

The member then consulted the PSA for assistance in addressing a matter that had been ongoing for far too long. The PSA rose to the occasion and supported its member throughout the process. During the grievance hearing, PSA presented the member's case and raised concerns about her wellbeing and welfare in the workplace, which had deteriorated significantly.

Eventually, the employer agreed to amend the job description, restore her job title and address her conditions of service accordingly. The member could not hold back her tears as she thanked the PSA for its professionalism, dedication and unwavering support throughout the journey.

She expressed her heartfelt appreciation to the PSA family, particularly Ms Nolitha Mvazana, the Member's Coordinating Affairs official, for her humility and dedication, and Mr. Ernest Mkhize, the Labour Relations Officer, for presenting her case so effectively. She also thanked the two PSA officials who supported her during the process.

The member said she is happy with the resolution and does not regret joining the union of choice. The PSA will further address the disparity in the salary level in comparison to her colleagues.

Employees who want to join the PSA can visit the PSA's website or send the attached application form to Nobuhle.Ngongoma@psa.co.za.

Reuben Maleka
GENERAL MANAGER